

WHAT IS CLAIMED IS:

1. A business management method for monitoring an order fulfillment process of a product, the method comprising:
 - (a) setting control points corresponding to process milestones for product units from product order to product delivery and points in between;
 - (b) comparing a cumulative product unit demand versus an actual number of cumulative product unit completions to determine whether execution flow is ahead or behind at each of the control points;
 - (c) determining a delivery variance for individual product units based on product unit delivery timing; and
 - (d) identifying potential capacity shortages at each control point according to line rate analyses based on product units per week.
2. A business management method according to claim 1, further comprising (e) maintaining a quality metric for each of the control points.
3. A business management method according to claim 2, further comprising displaying a summary of all metrics for each of the control points on a single page.
4. A business management method according to claim 3, wherein the displaying step comprises compiling data from steps (b)-(d) into data matrices for each of the control points, arranging the data matrices in columns according to functional ownership of respective process functions, and arranging the columns chronologically according to the order fulfillment process sequence.
5. A business management method according to claim 4, further comprising determining an aggregate performance for each of the process functions.

6. A business management method according to claim 5, wherein the displaying step further comprises displaying the aggregate performance for each of the process functions at a position adjacent its respective column.

7. A business management method according to claim 6, wherein the displaying step further comprises color coding portions of the display to provide an alerting function based on poor aggregate performance.

8. A business management method according to claim 1, further comprising providing trend data corresponding to information from steps (b)-(d).

9. A business management method according to claim 8, wherein the step of providing trend data comprises providing data relating to the order fulfillment process thirty days ago, today, and thirty days ahead.

10. A business management method according to claim 1, further comprising providing an alerting function for information from steps (b)-(d) that indicates the respective product unit is falling behind schedule.

11. A business management method according to claim 1, wherein step (c) is practiced by determining how many product units are currently late for each of the control points, and determining an average variation, a standard deviation of variation, and a maximum variation for each of the control points.

12. A business management method according to claim 11, further comprising flagging late product units.

13. A business management method according to claim 1, wherein step (d) is practiced by comparing an average number of product units per week that are required to stay on schedule with an average number of completed product units per week in the last thirty days, and determining a number of product units per week that will be required in the next thirty days.

14. A business management method according to claim 13, wherein step (d) is further practiced by determining a line rate ratio of the number of product units per week that will be required in the next thirty days to the average number of completed product units per week in the last thirty days.

15. A business management method for monitoring an order fulfillment process of a product, the method comprising:

setting control points corresponding to process milestones for product units from product order to product delivery and points in between; and

monitoring and maintaining the order fulfillment process at each of the control points according to (1) a cumulative product unit demand versus an actual number of cumulative product unit completions, (2) a delivery variance for individual product units based on product unit delivery timing, and (3) line rate analyses based on product units per week.